



State of Washington  
Agency Activity Inventory System  
Agency Activity by Agency  
Approp Period 2001-03  
Activity Version: 2001-03 Recast Actuals

**Agency:** 240 - Department of Licensing

**Statewide Result:** Improve the safety of people and property

**Driver Licensing Offices**

There are 4.4 million licensed drivers of cars, trucks, and motorcycles in Washington State. Drivers are required to pass minimum knowledge and skills tests and to meet minimal physical and visual standards to obtain and keep their privilege to drive. These minimum standards are set through federal and state laws. To provide citizens with reasonable access to licensing services, the Department of Licensing operates 68 licensing services offices throughout the state. Each year, 1,400,000 drivers are tested for an original license and 2,000 drivers are issued special restrictions on their driver's licenses. The driver license has become the nationally-accepted picture identification. There are 266,000 identification cards issued to non-drivers annually. Other services provided through the licensing offices include collection of 85,000 voter registrations for the Secretary of State to add to the 3.2 million total registered voters, and registration of drivers willing to participate in the Organ Donor program. Washington is the leading state in the effort that registers 747,000 organ donors annually. Authority: RCW 46.01.030, 46.01.150

**Total \$** \$68,504,624

**GFS \$** \$0

**Other \$** \$68,504,624

**FTEs** 418.9

**Agency Priority:**

**Expected Results**

The Department of Licensing partners with state and federal agencies to reduce traffic fatalities. Among the partnerships and goals: The National Highway Traffic Safety Administration (NHTSA) tracks the fatalities or fatality rate per 100 million vehicle miles traveled. The Target Zero campaign spearheaded by Washington. The Transportation Commission is focused on reducing fatalities to zero by 2030. The Motor Carrier Safety Improvement Act (MCSIA) of 1999, aims to reduce the number of truck-related fatalities by 41 percent by 2008. In support of those goals, the driver licensing offices ensure that drivers have the knowledge, capability, and are medically fit to operate motorized vehicles. Another of the department's goals is to make driver services more accessible to the public, and maintain wait times in Driver's Licensing Services Offices under 20 minutes. The average wait times for last fiscal year quarter (April, May, and June 2003): All transactions: 10.0 minutes; Renewals: 9.2 minutes.



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**Statewide Result:** Improve the ability of State Government to achieve its results

**Vehicle Title and Registration**

Vehicle Services Title and Registration (T&R) collects and administers hundreds of millions of dollars to support state and local transportation projects and law enforcement and safety actions of the Washington State Patrol through the Motor Vehicle Fund. T&R records ownership interest by documenting, recording and licensing vehicles and vessels. T&R collects local option vehicle fees and taxes for regional and local transportation projects. T&R administers diverse funding programs that directly support community and interagency initiatives, each of these programs having their own specific collection, deposit and administration requirements. For each vehicle being titled from out of state, DOL collects a \$15 fee for the National Crime Information Center stolen vehicle check. T&R notifies vehicle owners when license plate replacement is required to ensure plate readability. T&R sells personalized and special designation plates to raise funds for specified accounts and purposes. T&R checks vehicle identification numbers (VIN) against a national law enforcement database to identify stolen vehicles when titling out-of-state vehicles, and partners with the State Patrol to ensure that VIN inspection requirements are met when titling a vehicle that has been reported as a total loss or destroyed. T&R also partners with local, state, and federal law enforcement agencies to provide access to vehicle and vessel record information, and research title and registration documents and ownership history to assist with criminal investigations and/or prosecutions. T&R informs vehicle owners of possible issues regarding vehicle condition, and administers the disabled parking laws. T&R partners with many state agencies to collect and administer funds and provide assistance related to marine education and safety, mobile home park closures, abandoned vessels and associated hazardous materials, child support enforcement, the Washington State Address Confidentiality Program, vehicle emissions, and unemployment, industrial insurance and other taxes.

**Total \$** \$47,294,763

**GFS \$** \$1,028,779

**Other \$** \$46,265,984

**FTEs** 176.0

**Agency Priority:**

**Expected Results**

In the 2003-05 Biennium, Title and Registration Services will collect approximately: - \$708 million for the Motor Vehicle Fund, including \$495 million funding the activities and projects of transportation agencies - \$31.8 million for the General Fund from vessel registration, which support K-12 education - \$121 million in vehicle license taxes for the Regional Transit Authority - \$92.5 million for the Monorail project - \$147 million for the Department of Revenue in use tax, which supports K-12 education, etc. Other organizations increasingly see T&R as an efficient revenue collector of their funds, requesting T&R to collect and administer funds for a wide variety of programs. T&R documents and records approximately 6 million registrations and 2 million titles for motor vehicles and licenses over 260,000 vessels annually. Licensing services are provided at two Department of Licensing offices, 39 county auditor offices, and their contracted 143 sub-agent offices throughout the state of Washington. Licensing agents and subagents process 98 percent of all vehicle and vessel transactions. T&R provides infrastructure, database, inventory, training and technical assistance/help functions so that these businesses can provide convenient services to our customers. T&R notifies approximately 607,000 vehicle owners annually that they must replace the license plates assigned to their vehicle. T&R sells approximately 81,000 (original and renewal) personalized plates annually, with the majority of funds going to the department of Fish and Wildlife and the remainder to the Motor Vehicle Fund. We issue approximately 108,000 license plates with special designations for universities, the Mariners and others, collecting and depositing the funds for the identified organizations' programs. T&R issues over 280,000 alerts ("brands") each biennium, to assist buyers and improve road safety. There are over 275,000 disabled parking permits currently in Washington State administered by T&R. T&R provides employment for 30 individuals with disabilities through a contract with a local non-profit agency to prepare and scan critical documents on site. T&R supports emergency responsiveness through compilation and release of lists of the 4,400 HAM and MARS emergency plate numbers. These are the FCC and military emergency radio operations who would be called on to be the primary means of communication in the event of a disaster.



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**Regulation of Professional Licenses**

There are approximately 225,000 individuals and businesses licensed to practice in 27 professions administered by the Business and Professions Division. These professions are regulated to make sure that some minimum level of skill is met to support public health and safety. (RCW 18.118.010 (1)). The Department of Licensing (DOL) evaluates license applications; develops and administers valid professional licensing exams; and administers programs of continuing education, licensing renewals and technical assistance. Fifteen percent of those eligible use an online service to renew over the Internet. Through its regulatory, audit, investigation and enforcement activities, DOL protects consumers and the general public from fraud, malpractice, negligence, deceptive advertising, and other potential violations associated with the delivery of services. In Fiscal Year 2003, DOL investigated over 1,800 complaints of violations in 27 programs. Enforcement steps include revoking or suspending a license, restricting or monitoring the licensee's practice or requiring completion of a remedial education program. DOL takes proactive steps to prevent harm to the public, by conducting approximately 6,150 audits or inspections each year to ensure compliance with regulations. DOL maintains an online registry of licensed professionals. The register also alerts consumers to licensees that have been subject to disciplinary actions for unprofessional conduct. Licensing and Regulation includes the following 27 professions: Appraisers, Architects, Auctioneers, Bail Bond Agents, On-Site Wastewater Inspectors and Designers, Cemeteries, Collection Agencies, Commercial Telephone Solicitors, Cosmetology, Court Reporters, Employment Agencies, Engineers, Funeral Homes, Geologists, Land Surveyors, Landscape Architects, Limousine Carriers, Notaries, Camping Resorts, Private Investigators, Professional Athletics, Real Estate, Security Guards, Sellers of Travel, Timeshare Companies, Vehicles for Hire (Taxi), Whitewater River Outfitters

**Total \$** \$20,756,045

**GFS \$** \$8,469,120

**Other \$** \$12,286,925

**FTEs** 130.5

**Agency Priority:**

**Expected Results**

The Licensing and Regulation of Professions measured its success in Fiscal Year 2003 by: Ensuring that only applicants who meet minimum qualifications are licensed to practice. Providing information over the Internet on licensed professionals and their standing to help consumers make informed choices. In August 2003 there were 7,024 hits from the public and 9,015 hits from other state agencies. In July 2003 there were 2,268 hits resulting in 47,724 searches by other state agencies. Taking appropriate corrective action if a licensee has violated professional conduct and endangered public health, safety or property, including nearly 100 disciplinary actions (suspensions, revocations, and fines) in response to complaints; over 780 investigations conducted of reported violations; of which 164 instances resulted in administrative action; and fourteen disciplinary actions (fines, cease and desist orders) taken for individuals practicing without a valid license. Partnering with the Department of Social and Health Services by removing licensure for failure to pay child support with over 60 licenses suspended or revoked. Partnering with higher education institutions by removing licensure for failure to repay student loans with about 190 licenses suspended or revoked. Providing the accused due process and providing consistent regulation and processes for regulated professions. Conducting routine audits and inspections to ensure compliance, including auditing funeral, cemetery and real estate accounts to ensure the consumers' funds are managed appropriately. One hundred percent of real estate brokers, cosmetology salons, cosmetology schools, funeral homes and cemeteries are audited or inspected over established 1-, 2-, 3- year cycles to ensure compliance with regulations. Forty boxing, martial arts, and other professional athletic events monitored to ensure the safety of participants and the viewing public.



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**Prorate and Fuel Tax**

Vehicle Services Prorate and Fuel Tax (PFT) administers the state's motor vehicle fuel, special fuel, and aircraft fuel tax collection programs. This requires: the licensing of fuel suppliers, exporters, importers, blenders and distributors; the processing of fuel tax returns and associated payments; the collection of revenues and maintenance of records; and the operation of an audit and compliance section responsible for taxpayer education, training and auditing. PFT collects motor vehicle and special fuel taxes at the terminal rack and has successfully implemented a dyed special fuel program for fuel used off-highway that is not subject to the state tax. This new tax structure, mirrored after the Federal fuel tax system, is designed to increase fuel tax revenues by reducing fuel tax evasion opportunities and creating a more efficient tax collection program. PFT administers the International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) in Washington, both of which provide for one-stop vehicle licensing and fuel tax filing services for Washington-based interstate motor carriers. With the IFTA program, an interstate motor carrier only needs one fuel tax license, issued by a base state, to operate in all states that are members of the IFTA. The Fuel Tax Evasion Unit conducts investigations of suspected fraudulent fuel transactions to ensure fuel taxes are legitimately paid over to the state.

**Total \$** \$17,335,112

**GFS \$** \$0

**Other \$** \$17,335,112

**FTEs** 104.4

**Agency Priority:**

**Expected Results**

Prorate and Fuel Tax Services (PFT) issues 17 different licenses, and collects approximately \$1.8 billion in fuel taxes per biennium. The program processes approximately 20,000 tax returns annually. The International Registration Plan (IRP) Unit processes 52,000 licensing transactions for approximately 30,000 IRP registered vehicles annually and collects \$43.8 million in Washington commercial vehicle registration fees. They also collect and transmit \$12 million to other IRP jurisdictions. The International Fuel Tax Agreement (IFTA) Unit licenses 3,600 IFTA accounts, processes 14,400 tax returns annually, and collects approximately \$6 million each year in Washington fuel taxes. The Compliance Unit recovers, on average, over \$4 million each biennium in unpaid taxes. PFT conducts approximately 300 field audits annually to ensure uniform application and compliance with prorate and fuel tax statutes. PFT processes and issues approximately 20,000 prorate and fuel tax refunds annually totaling approximately \$30 million each biennium. The Fuel Tax Evasion Unit conducts investigations of suspected fraudulent fuel transactions to ensure fuel taxes are legitimately paid. PFT, through participation in the Federal Performance and Registration Information Systems Management, determines the safety fitness of a motor carrier prior to registration of the vehicles. From July to October 2003, three carriers had their registrations revoked due to information learned through this effort.



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**Statewide Result:** Improve the economic vitality of businesses and individuals

**Master Business License Service**

The Master License Service program (MLS) simplifies the licensing process for the business community by collecting license application information for ten state agencies' and four cities' licenses on a single form. The data and fees collected are then distributed to the appropriate agencies for licensing approval. Each year MLS processes over 100,000 business license and registration applications on behalf of licensing and regulatory agencies. MLS collects and distributes close to \$30,000,000 each year in licensing fees to our MLS' partner agencies. MLS provides a single point of contact for information on all state licensing and regulatory requirements as well as local and federal information when feasible. This increases licensing compliance and revenue collections for all state agencies. MLS also processes the renewals for many state regulatory licenses and corporate and limited liability company licenses. MLS, in collaboration with Secretary of State, provides a simple and quick renewal process for corporations and registration process for trade names. Statutory authority: RCW 19.02, and RCW 19.80.

**Total \$** \$8,164,660

**GFS \$** \$0

**Other \$** \$8,164,660

**FTEs** 51.7

**Agency Priority:**

**Expected Results**

The MLS Program measures its success by: Responding to 8,000 phone calls and 1,000 emails each month, which results in the mailing of an average of 1,500 licensing application packets. Realizing a collective statewide efficiency and cost savings for agencies whose licenses are on MLS. These agencies avoid replicating manual data entry of accounts; processing of funds; and printing, mailing and processing renewal documents. Providing business owners with multiple regulatory licenses to receive only one license renewal each year. Collecting \$4 million in revenue annually maintained by the program for administrative support of MLS.

**Statewide Result:** Improve the economic vitality of businesses and individuals

**Vehicle Dealers and Manufacturers**

Vehicle Services Dealers and Manufacturers administers laws that license and regulate approximately 6,500 vehicle manufacturers and dealers of snowmobiles, off-road vehicles, motor homes, travel trailers, vessels and others. In addition, it administers the licensing of wreckers, tow truck operators, hulk haulers, scrap processors and motor vehicle transporters operating or doing business in Washington. Each year, employees conduct 2,000 investigations along with over 3,000 inspections, certifications, and technical assistance visits to ensure compliance with the laws. This program also administers laws relating to odometer tampering, auto theft deterrents, dealer advertising violations, manufactured/mobile housing regulations, unlicensed vehicle dealer activities, and motor vehicle dealer/manufacture franchise dispute resolutions.

**Total \$** \$7,561,229

**GFS \$** \$52,661

**Other \$** \$7,508,568

**FTEs** 48.1

**Agency Priority:**

**Expected Results**

The revenue collected from dealer license fees amounts to approximately \$3.6 million per biennium. Dealer Services provides 342 in-service training and technical training opportunities to improve and enhance the transferable job skills of auto industry employees. The program ensures that fair business practices are maintained throughout the vehicle industry by detecting and correcting 4,300 violations of applicable laws and rules each biennium. As a result of 359 audits of vehicle and vessel dealerships, Dealer Services ensures that fair and reasonable prices are offered to consumers through the detection and correction of violations of advertising, sales, tax laws, and rules.



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**Statewide Result:** Improve the safety of people and property

**Driver's Hearings and Interviews**

State law requires that a driver has due process prior to suspension of a driver's license. The Hearings and Interviews unit has 21 hearing officers who annually conduct the following volume of hearings for drivers: 15,700 Driving Under the Influence (DUI) which must be processed within 60 days, 1,200 accumulating multiple moving violations leading to increasing civil penalties, 550 driving without insurance, 170 restrict driving privileges for medical reasons that impair one's ability to safely operate a motor vehicle, and 60 fraud hearings. Not all hearings produce revenue, and this program administers the indigent program that allows waiver of the hearing fee. Authority: RCW 46.01.030, Chapters 46.20, 46.29 and 46.65 RCW

**Total \$** \$7,471,070

**GFS \$** \$0

**Other \$** \$7,471,070

**FTEs** 52.5

**Agency Priority:**

**Expected Results**

The Driver Hearings and Interview Unit measures its success by: Providing due process for drivers before their license is suspended. Protecting public safety by removing potentially dangerous drivers from the roads to reduce the risk of fatality. Because driving under the influence (DUI) of alcohol or drugs continues to be a major contributor to fatalities on our highways, the department conducts DUI hearings within 60 days of the incident to more effectively remove impaired drivers from the roadways. In Fiscal Year 2003, 17,699 hearings were conducted and \$1,343,104 in revenue was collected.

**Statewide Result:** Improve the economic vitality of businesses and individuals

**Agency Executive and Technology Management**

This activity encompasses the administrative functions of the Department of Licensing.

**Total \$** \$3,795,124

**GFS \$** \$249,396

**Other \$** \$3,545,728

**FTEs** 21.2

**Agency Priority:**

**Expected Results**





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**Statewide Result:** Improve the safety of people and property

**Driver License Document Processing**

The Driver License Document Processing unit places moving violations (approximately 953,000 annual citations) and documentation of Failure to Appear (445,000 average annual) on driving records. The Failure to Appear notice is issued by the court in response to an unresolved traffic ticket. This unit initiates suspension action for driving updates on unresolved tickets (traffic citations) and releases 421,000 suspensions each year when the citations are resolved with the courts. Authority: RCW 46.01.030

**Total \$** \$3,486,959

**GFS \$** \$0

**Other \$** \$3,486,959

**FTEs** 29.5

**Agency Priority:**

**Expected Results**

The Driver License Document Processing unit measures its success by: Providing law enforcement with up-to-date data on the validity of a driver record during a traffic stop. In Fiscal Year 2003 this unit updated driving records by recording the following actions on driver records: Citations Processed: 953,330 Failure to Appear or Responds (FTAs) added to record: 445,449 Failure to Appear or Respond (FTAs) removed from record: 421,088 Suspension actions added: 293,105

**Statewide Result:** Improve the economic vitality of businesses and individuals

**Uniform Commercial Code Program**

In accordance with RCW 62A.9A, the Uniform Commercial Code (UCC) program maintains the central repository of liens on personal property of residents and businesses in Washington and conducts certified searches of its records for the public. The UCC Program's central repository is a key part of the larger Uniform Commercial Code system and laws. By filing a financing statement with the UCC Program, the secured party (creditor) establishes its priority against the collateral, in case of default by the debtor.

**Total \$** \$3,323,917

**GFS \$** \$0

**Other \$** \$3,323,917

**FTEs** 22.5

**Agency Priority:**

**Expected Results**

The UCC program measured its success in FY 03 by: Processing approximately 92,172 new filings and 16,146 searches and collecting approximately \$1.5 million in revenue. Providing immediate, on-line access for the public to file and search at reduced fees. Currently, 53 percent of all transactions are conducted online. Completing all filings and searches, even those submitted on paper, within two business days, in compliance with national and state requirements. The quick turnaround is vital to helping banks issue loans and helping businesses to obtain loans in a timely manner.



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**Statewide Result:** Improve the safety of people and property

**Driver License Technical Reporting**

The Driver License Technical Reporting Unit annually responds to 3,200 subpoenas for certified driving records and makes 13,800 driving record corrections to keep information current for courts, law enforcement, insurance companies, and the public. For drivers who are temporarily out-of-state, this program replaces and renews 9,100 driver licenses through the mail-in process. The Driver License Extension Sticker program issues 219,000 extensions through the mail to transition from the four-year to five-year license expiration. Authority: Chapter 46.01 RCW

**Total \$** \$2,952,817

**GFS \$** \$0

**Other \$** \$2,952,817

**FTEs** 23.2

**Agency Priority:**

**Expected Results**

The Driver License Technical Reporting Unit measured its success in Fiscal Year 2003 by: Providing up-to-date and complete driver's records for law enforcement during a traffic stop and certified copies of driver's records for use in court-related activities: certified copy of driving records Issued: 9,092; Driving record purchases: 2,775,013 Revenue from record purchases: \$13,875,065 Process 218,951 driver license renewal through the mail using the Driver License Extension Program stickers to transition from four-year to five-year license expiration.

**Statewide Result:** Improve the safety of people and property

**Mandatory Driver License Suspension Records**

The Mandatory Driver License Suspension Records Unit annually processes more than 69,000 reports of arrest and suspends 20,000 persons' driving privileges for those convicted of Driving Under the Influence (DUI). Of these, 6,800 drivers are required to provide proof of a functioning ignition interlock device. The unit also suspends commercial drivers for positive drug and alcohol tests and issues 3,400 license restrictions annually persons to drive to and from work (occupational drivers license). Last year, this unit suspended the driving privilege of 4,000 drivers who were in non-compliance for child support payments. Staff also works with state and local law enforcement to provide information on proper procedures for arrest and prosecution of traffic violations. Authority: Chapters 46.20, 46.52, 46.61, and 46.65 RCW

**Total \$** \$2,838,455

**GFS \$** \$257,444

**Other \$** \$2,581,011

**FTEs** 24.5

**Agency Priority:**

**Expected Results**

The Mandatory Driver License Suspension Records Unit measures its success by: Providing law enforcement with valid up-to-date driver records during a traffic stop. This helps to reduce commercial vehicle fatalities and fatalities related to driving under the influence of alcohol or drugs. This is accomplished by processing the following 77,162 mandatory suspension actions in Fiscal Year 2003: Arrest reports processed: 69,119 Disqualifications for CDL with positive drug and alcohol tests: 646 Occupational Driver License issued: 3,359 Suspending the license of 4,038 drivers for non-compliance with child support.





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**Statewide Result:** Improve the economic vitality of businesses and individuals

**Vehicle Accident Record Processing**

More than 140,000 vehicle accidents are reported each year in Washington. Over the past ten years this has increased on an average of 1.39 percent each year. The accidents reported by law enforcement, the Department of Transportation and citizens are recorded on the driving records maintained by DOL. Law enforcement and courts need to have up-to-date driving records in their efforts to protect public safety. This unit processes 142,000 accident reports annually and suspends the driving privileges of approximately one-third of uninsured drivers. Authority: RCW 46.01.030, 46.01.040 and Chapters 46.29, 46.52 RCW

**Total \$** \$2,777,712

**GFS \$** \$0

**Other \$** \$2,777,712

**FTEs** 25.2

**Agency Priority:**

**Expected Results**

The Vehicle Accident Record Processing Unit measures its success by: Keeping driver records up-to-date so that law enforcement and the courts are aware of potentially dangerous drivers. As required by law, review accident records and determine suspension action for at-fault uninsured drivers within 180 days of receipt of the accident reports from Department of Transportation. Uninsured Accidents Recorded: 114,051 Uninsured Drivers Suspended: 12,984 Collisions added to record: 141,871

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**Statewide Result:** Improve the safety of people and property

**Motorcycle Safety Program**

The Motorcycle Safety Program promotes traffic safety and recreation for those who ride motorcycles. Each year it provides 22,500 knowledge and 7,000 skill tests for motorcyclists, through the administration of eight contractors who subcontract with 140 instructors, who in turn educate 7,700 drivers. As of January 2004, this unit will provide education and testing for operators of sidecars and motorized trikes. The program conducts regular reviews of all training sites and instructors for consistent administration of training and testing. Licensing staff in the driver licensing offices conduct the motorcycle skill tests. This program also expands public awareness of motorcycle safety skills through publication of 60,000 copies of the motorcycle operator guide, and compiles and publishes a Motorcycle Club booklet used by all motorcycle clubs in Washington. The department also undertakes other public awareness programs such as a radio-based awareness campaign that provided 386 public service message radio-spots in the Seattle and Spokane listening areas. Authority: RCW 46.81A.020

**Total \$** \$2,384,059

**GFS \$** \$0

**Other \$** \$2,384,059

**FTEs** 2.6

**Agency Priority:**

**Expected Results**

The Motorcycle Program measures its success by: In Fiscal Year 2004, training 10,000 riders - a 20 percent increase over Fiscal Year 2003. This effort contributes to the reduction in fatalities due to motorcycle operation. Protect the 270,000 endorsed motorcycle operators and their riders from permanent disability or death from a head injury after a crash by attaining 100 percent usage of USDOT certified helmets. Review of motorcycle instructor subcontractors in Fiscal Year 2003 resulted in two cancellations of instructors.

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**Driver Documents Imaging Processing**

The Driver Documents Imaging Processing Unit annually scans approximately 2,300,000 driver license documents for imaging. This process enables law enforcement immediate online access on the status of a driver license. The unit maintains 1,500,000 microfilm files. The unit verifies 66,000 licenses and identification cards received of persons without photo identification from the Driver Licensing Offices. A recent automation project has reduced the time it takes to retrieve record data because the license's barcode can be scanned and the record updated automatically. Authority: RCW 46.01.030

**Total \$** \$2,299,000

**GFS \$** \$0

**Other \$** \$2,299,000

**FTEs** 19.1

**Agency Priority:**

**Expected Results**

The Driver Documents Imaging Processing Unit measured its success in Fiscal Year 2003 by: Documents imaged/scanned: 2,266,607 Documents microfilmed: 1,528,628 Photos verified on licenses: 66,352 Records verified and recorded for returned driver licenses: 64,403

**Statewide Result:** Improve the safety of people and property

**Driver License Reinstatements**

The Driver License Reinstatements Unit helps ensure that drivers are medically capable of driving a motorized vehicle. This unit annually reviews 42,700 medical and vision certificates and recommends re-examination or cancellation of driving privileges. To ensure that drivers coming from out-of-state demonstrate good driving records before issuance of a new Washington license, this unit verifies out-of-state personal and commercial driving records. To reduce fatalities related to drug and alcohol use while driving, this unit records proof of interlock installation on the records of convicted DUI drivers and updates 38,000 records for alcohol and drug treatment requirements. For those drivers at risk of an uninsured accident, this unit maintains records of proof of insurance, and suspends and reinstates licenses based on proof of or cancellation of insurance. Authority: Chapters 46.20 and 46.29 RCW.

**Total \$** \$2,286,032

**GFS \$** \$0

**Other \$** \$2,286,032

**FTEs** 20.8

**Agency Priority:**

**Expected Results**

The Driver License Reinstatements Unit measured its success in Fiscal Year 2003 by: Processing driver record updates related to driver's fitness for driving: Medical and Vision Certificates evaluated: 4,273; Record updates for alcohol/drug treatment: 38,000; Insurance Information Processed: 256,107; Reinstatement of driving privilege: 214,284.



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**Customer Service Unit**

Enhanced customer service opportunities for Washington State citizens have been recognized as a hallmark of good governance for some years now. To meet expectations of citizens and policy makers, the department maintains the Customer Service Unit (CSU) to answer public inquiries (approximately 800 phone calls and 40 e-mails daily) about their driving records. Inquiries range from driving privilege suspensions, to name changes and how and where to get an identification card or driver's license. Authority: Chapter 46.01 RCW

**Total \$** \$2,284,605

**GFS \$** \$3,741

**Other \$** \$2,280,864

**FTEs** 21.4

**Agency Priority:**

**Expected Results**

The Customer Service Unit measures its success by making government more accessible and ensuring that drivers know what is required to drive legally. To that end, in Fiscal Year 2004 the number of callers who reach a busy signal will be zero.

**Statewide Result:** Improve the safety of people and property

**Commercial Driver License Program**

In Washington State, 192,000 drivers have an endorsement that permits operation of a commercial motor vehicle. In addition, approximately 44,000 of these operators also have an endorsement that allows the transport of hazardous materials. Because of the significant public safety and economic impact issues involved with this group of drivers, the department maintains the Commercial Driver License Program (CDL) that trains, issues and monitors contracts with certified truck driver testers. In the ongoing effort to reduce truck-related fatalities, 100 testers provide CDL skill test examinations to 47,000 applicants each year. This examination was recently updated to strengthen Washington State's program for compliance with the requirements of the Federal Motor Carrier Safety Act. Washington also reviews medical records of commercial drivers. Commercial drivers that do not meet federal regulations for physical requirements to operate across state lines may be restricted to CDL operation only within Washington. This unit publishes 85,000 copies of the Commercial Vehicle Driver guide to prepare drivers for driving a commercial vehicle. Authority: Chapter 46.25 RCW

**Total \$** \$2,087,387

**GFS \$** \$0

**Other \$** \$2,087,387

**FTEs** 5.4

**Agency Priority:**

**Expected Results**

Testing of applicants helps ensure that commercial driver license operators are able to operate their commercial vehicle, truck and buses with due care. This program supports the Motor Carrier Safety Improvement Act which aims to reduce the number of truck-related fatalities by 41 percent by 2008. Knowledge and Third Party Tester skill tests: 46,827; Original CDL licenses: 14,772; Renewal CDL license: 33,328; Knowledge testing: 41,615; Revenue collected from CDL exams: \$468,270.